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RAC Board Meeting July 20, 2001

Library of the Health Sciences
University of Illinois at Chicago
8:00 - 3:00

Members present: Mary Gillaspay, Chair, Consumer Health; Ginger Saha, Chair, Resource Sharing; Bet Ison, Chair, Technology; Mike Simmons, Chair, Communications; Barb Knight, Chair, Education; Susan Jacobson, GMR Director ex-officio; Jean Sayre, GMR Associate Director ex-officio

GMR Staff: Charniel McDaniels, Stephanie Weldon, Tammy Mays

Guest: Catherine Burroughs, NN/LM Outreach Evaluation Resource Center

The first meeting of the RAC Board began with introductions and an overview of the new contract by Susan Jacobson. The 2001-2006 contract involves new programs such as the consumer health program, outreach to special populations, working with HRSA to locate rural health professionals that may need NN/LM services, and working with the CDC to jointly fund public health network models subcontracts. The RAC structure has changed in that the oversight of the working committees has been changed from a large group to a Board made up of the 5 chairs of the committees. After a discussion of the new funding opportunities within the GMR and the proposals that are due July 31, the Board members requested that they get a copy of all of the proposals submitted to the GMR, and not just the ones assigned for each committee for review. Finally, during this contract the RAC will be involved in helping to evaluate the effectiveness of GMR programs, and to design an effective evaluation strategy to perform this evaluation. Evaluation methods will be discussed in the afternoon program by Catherine Burroughs.

Stephanie Weldon then showed the group the resources on the NN/LM website and the NN/LM Intranet that Regional offices will use to track activity.

The Board brainstormed about the activities of each of the 5 committees. The discussion for each committee was lead by the committee chair and the GMR liaison to that committee.

Consumer Health: Ideas for reaching populations-school nurses and health educators should be contacted; communicate to public librarians by packaging health-related questions in a way they can relate; develop programs that target special populations-ask the questions they are interested in; be aware of health literacy issues and the need for low-reading level materials. What is the priority for the entire program? Who should be targeted first? What activities should be emphasized?

Resource Sharing: Electronic delivery of information and electronic resources will be the key issues this committee discusses-for example, restrictive licensing, cost subsidies, desktop delivery in small libraries and developments on the national level with OCLC and NLM.

Technology: This committee will continue the tradition begun in the previous contract with planning and conducting the Technology Awareness discussions at the Midwest Chapter annual meeting. They will monitor the newest technological advances, and communicate via the GMR newsletter to the GMR membership. Topics such as PDAs and wireless communications are examples.

Education: The committee should develop classes that respond to the needs to the GMR membership. A needs assessment could be conducted to determine this. The Board felt there is a need, for example for librarians to learn more about searching other NCBI databases. Also, NLM would like people to know more about clinicaltrials.gov. It would be helpful to develop help sheets that could be placed on the website. Also, there should be more experimentation with interactive distance learning. Also, the committee should try and get CME for NCBI courses.

Communications: Develop ways to communicate effectively to the various groups the GMR should be reaching. Use tools such as E Sources and email to announce important news. Possibly have a weekly or monthly update that goes out to the membership. This committee should work with all the committees to help them with communications.

In the afternoon Cathy Burroughs presented a seminar *Strategies for Evaluating Library Outreach Programs*. It was Cathy's purpose to give the group ideas on how to pursue evaluation of the GMR programs. During this session, Cathy discussed the phases of evaluation starting with assessment of the community and audience, process and summative evaluation, measurement, data collection and analysis.

In the discussion after Cathy's presentation it became clear that both the GMR and the Committee Chairs needed more definition and direction on what NLM's goals are regarding evaluation of RML programs.

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RAC Technology Committee Meeting August 13, 2001

Garibaldi Terrace
Hyatt at University Village
8:00 - 3:00

Members Present: Bet Ison, Chair, Maryanne Rohrer, Leslie Schick, Sunja Shaikh, James 'Jim' Shedlock, Arlene Weismantel, Chris Shaffer, exofficio.

GMR Staff: Susan Jacobson, Tammy Mays, Charniel McDaniels, Jean Sayre, Stephanie Weldon.

Introductions

Bet Ison, Chair, and Chris Shaffer welcomed the newly formed RAC Technology Committee. Members of the Committee and the GMR staff introduced themselves. At the request of the Chair, Jim Shedlock discussed [HealthWeb](#) and Leslie Schick reviewed the status of [NetWellness](#) for those unfamiliar with these resources.

GMR Key Programs

Susan Jacobson reviewed the GMR key programs and contract. (The key programs, network structure and services are outlined in the document [Key Programs 2001-2006](#).)

Question and Answer About GMR Contract

The committee asked questions and discussed the new contract. Discussion points included:

- It was noted that as the network expands to assist public libraries, we need to be aware that medical and public libraries use different terminology- for instance, "consumer health information" is not the commonly used terminology by public libraries.
- Members of the committee asked questions about the role of earlier programs such as resource sharing and health professional outreach in light of the new emphasis on consumer health. Susan Jacobson and Jean Sayre noted that there is a continuing commitment to these programs.
- Members of the committee wondered if the GMR might be willing to support the translation of medical information into lay information (as facilitated by academic/specialized libraries in the network). Staff responded that "no" - the goal is specifically "organizing and collecting" and National Library of Medicine is opposed to the NN/LM "creating health information" - as opposed to organizing and facilitating access.

RAC Structure, Committees, and Roles

The role of the RAC Technology Committee was reviewed. It was noted that the role of technology is important in the work of other committees and at the same time the work of the Technology Committee will be supported by the other committees.

As the technological environment of libraries changes, so does the role of the GMR in supporting them. Increased expectations of users, distance learning, resource sharing opportunities and threats (licensing), and new technologies like wireless and PDAs are all changing how libraries function. It was noted that a primary difference from earlier contracts is that the definition of "adequate" technology has changed.

Information Technology Developments

The committee discussed both information technology developments and how to assist in disseminating them.

Discussion points, dissemination:

- Under the new contract, the GMR is no longer sending out the paper copy of 3 Sources - a new online publication [E Sources](#) has been introduced.
- Committee members noted that the information that Stephanie Weldon has been sending to email discussion groups in which topic headings are identified and separately linked is very effective.
- Newsletter articles are one way the GMR can disseminate technology information to librarians, health professionals, and consumers. It was suggested that the RAC Communications Committee might help identify regional librarian and health professional publications that could be targeted with technology articles
- The annual Technology Awareness Forum at the Midwest Chapter / Medical Library Association meeting was discussed

Discussion points, new technology:

- PDA (Personal Digital Assistants) - There has been increasing interest in the clinical and personal use of PDAs. Stephanie Weldon noted that an article had been published on this in 3 Sources recently. Members noted that users consider librarians to be resources for information and education on this type of technology but there is difficulty in teaching technology that we do not use ourselves. Leslie Schick noted that her institution had recently surveyed students to find out which was the preferred type of PDA and how they were using them.
- Ariel - While academic libraries have substantially converted to use of Ariel, use of Ariel in hospital / clinical libraries continues to be rare. The speed of Ariel seems to be a "natural" for the clinical environment. Firewalls have been the big problem. M. McKnight has written an article recently about this which will be published soon in the Journal of Hospital Librarianship. Hospital libraries need assistance in solving their firewall problems if they are to adopt Ariel.
- The rise of statewide virtual libraries was discussed. The GMR should promote involvement of health science libraries in statewide technology initiatives, particularly group purchase/license of commercial databases and services.
- In the public library environments, patron initiated ILL/photocopy services such as Loansome Doc may not be suitable. Public libraries might not be interested in adding a new system and new procedures to their ILL operations and thus might not want to use specialized ILL services like Loansome Doc.

- In informal discussion, public librarians reported a very low rate of "electronic journal subscriptions." Libraries may have these available through "full text" databases - but do not think of these as "journal subscriptions".
- Wireless - There is an increasing use of wireless technology and the need for more information on this topic.

Recommendations for further action:

- The committee should continue to monitor and discuss information about technological changes
- GMR staff will talk with communications committee about identification of regional publications
- Committee members should assist in the publication of articles on relevant topics
- GMR will continue to distribute information on these topics.
- The Midwest Chapter / MLA Technology Forum this year will be used to identify topics of importance to libraries as well as distribute information about technology awards and programs.

Technology Awareness Forum

The committee discussed the role and format of the annual technology awareness forum held at the Midwest Chapter / Medical Library Association meeting.

- The purpose of the forum was discussed. Open-ended question and answer works well for gathering information on current trends and disseminating programic information.
- It was suggested that a hosted contributed paper session would be more effective to help provide information on technology to libraries at the meeting.
- Information collected at last years meeting was distributed.

Recommendations for Further Action

- This year's technology forum will be part of the GMR update session. Bet Ison, Chair, will participate with GMR staff to answer questions and discuss technology related suggestions.
- It was recommended that next year's Technology Awareness Forum be a contributed paper session. The Midwest Chapter / MLA planners for next year will be contacted in order suggest this idea and initiate planning. (Bet Ison will contact Sherry Anderson.)

Award Review

The Technology Committee reviewed and ranked proposals for the Technology Awareness Award and Connections Award. Bet Ison recused herself for the Connections Award review and ranking as her library submitted a proposal.

The Committee also discussed the Technology Awareness and Connection Awards processes. The following general points were discussed:

- There is a new emphasis on evaluation during this contract period. All applicants are required to discuss evaluation and outcomes. Applicants for the Technology Awareness Award are required to follow the guidelines issued by the NN/LM Outreach Evaluation Resource Center in the document [Measuring the Difference](#).
- The call for proposals was delayed by the awarding of the contract. Thus there was a shorter

time for institutions to develop their proposals than usual.

Technology Awareness Award:

- The Committee noted that respondents to the Technology Awareness Awards had integrated the proposed programs with other existing conferences. They felt that this a good idea and should be encouraged.
- The Committee expressed the need for planners to carefully evaluate need for the topic. GMR staff noticed that at least one conference was canceled in the past because of low response.
- The Committee suggested that conference planners need to plan for adequate publicity.
- The Committee noted that some submitters had difficulty in following the requirement for an evaluation plan as outlined in "Measuring the Difference".

Connections Award:

Only one connection award proposal was submitted. Possible reasons for so few were discussed. These included:

- A misunderstanding of the purpose of the awards. Librarians assumed that it was for new Internet connections.
- It is a new award - so individuals were unaware of it.
- Preparation time for the proposals was shorter than usual because this is a new contract period. There was concern that only one proposal was submitted. Committee members felt that the short turnaround time "caught people off guard."

Recommendations for further action:

- The committee recommended renaming the "Connections Award" to the "Technology Improvement Award."
- The committee further recommended that a special second round of proposals be requested for this year, with an RFP released in November 2001 with a due date of January 31, 2002. This will allow the GMR staff to publicize the award at fall library conferences and allow librarians to prepare proposals over the winter break when more time is available for this activity. If this proposal is approved by NNO, a minimum of three awards of up to \$5,000 could be offered in the special round.
- GMR staff should carefully go through call for proposals to make sure that the "statement of work" and what is evaluated match. There were some discrepancies in the last request for proposal.

Adjournment

The RAC Technology Committee meeting was adjourned at 3:00.

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RAC Consumer Health Committee Meeting August 14, 2001

Hyatt at University Village
Chicago, IL.

Members Present: Dr. Lynda Baker, Coleen Coble, Kara Logsdon, Mike Lucas, Sandra Martin, Winn Theirl

Members Absent: Katharyn Deiss, Dr. Sandra Gaynor, Mary Gillaspy, Robert Koehler

GMR Staff: Susan Jacobson, Tammy Mays, Charniel McDaniels, Jean Sayre, Chris Shaffer, Stephanie Weldon

Guest: Madge Patyk

Welcome and Introductions: Jean Sayre, Associate Director of the NN/LM Greater Midwest Region (GMR) welcomed the newly formed Consumer Health Committee. Members and the GMR staff introduced themselves, stated their affiliation and their experience(s) with consumer health. Jean announced that the committee chair, Mary Gillaspy was unable to attend the meeting due to illness. Madge Patyk from Northwestern Hospital attended for Mary.

Regional Activities to Date: Susan Jacobson, Director of the NN/LM Greater Midwest Region gave an overview of the new contract. The Consumer Health initiatives include; recruitment of Affiliates members; outreach to targeted populations such as Native Americans, underserved rural and inner city communities, and minority populations. The GMR will be making available 107 subcontracts and awards to network members as part of the new contract. Susan also noted that there will be a greater emphasis on evaluation of regional programs in the new contract and that the GMR will be asking the RAC for assistance in this effort.

Objectives for the Meeting: Tammy Mays, Consumer Health Coordinator of the NN/LM Greater Midwest Region stated the objectives for the committee and what has been done in the previous contract. In Year 5 of the previous contract the GMR staff contacted 150 largest public libraries in the Region and invited them to join the network as Affiliates. These libraries were contacted through a mailing with an invitation to join the network. As a result of the mailing approximately 30 libraries joined the network and become Affiliate members.

The committee was asked to do the following:

- Identify public libraries. Locate public libraries that provide consumer health information services contact them and encourage them to join the network.

- Marketing ideas. Public libraries will be recruited to serve as Affiliates. How should the GMR get the word out about the GMR's services?
- Develop programs. How should the GMR work to develop programs that focus on reaching minorities, senior citizens, and low-income populations?

Consumer Health Discussion: Ideas to attract Affiliates--contact each state newsletter and write articles about health information/how to evaluate health information on the Web; present and exhibit at State Association Meetings; co-teach with local libraries at the state meetings; invite the local librarians to work the booth; contact the Outreach Libraries and get them involved; NLM should--promote MEDLINEplus and other NLM resources on the television; change MEDLINEplus' logo; Other Ideas--outreach to the community colleges; outreach to allied health majors; outreach to the pharmacists; complete a detail profile on each state; use TV as a vehicle for information; new terminology is needed for consumer health, most public librarians do not use the word 'consumer' instead they say layperson--and they refer to consumer health information as just health information.

Tammy also encouraged the committee to continue this discussion via the consumer health listserv.

Review of the Consumer Health Subcontract Proposals: Four institutions responded to the RFP for the Consumer Health Award. The committee discussed and ranked each proposal. Recommendations were given to the GMR for funding. A compilation of scores and comments will be sent to the National Library of Medicine for their review and approval.

Goals for the Upcoming Year: Jean Sayre thanked the committee members for their participation. Mary Gillaspay, Northwestern Memorial Hospital Health Learning Center will be contacting them soon regarding the upcoming goals for the year.

The meeting was adjourned shortly before 3:00 p.m.

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RAC Education Committee Meeting August 29, 2001

Hyatt at University Village

August 29, 2001

9 am – 3 pm

Information packets were distributed to each person present.

Welcome and Introductions

Each person present introduced him/herself and told about his/her background.

Members of the committee present were: Barbara Knight, Rhona Kelley, Frances Cockrum, Deborah Lewis, Rachel Lindvall, Agnes Jensen, and Kay Wagner. Absent was Kathleen Gaydos-Combs. GMR staff present were: Susan Jacobson, Jean Sayre, Charniel McDanials, Chris Shaffer, Stephanie Weldon and Tammy Mays.

Discussion of the Key Points of the Contract – Susan Jacobson

Susan announced that they have hired Beth Carlin as the new Education Coordinator. Beth was formerly employed by the NN/LM Library in Omaha, NB. Beth will handle exhibits and education. Stephanie Weldon has added outreach to target populations to her duties. Beth will begin work in September, 2001.

Susan began by letting the committee know that the University of Illinois at Chicago is pleased to once again have the *contract from the National Library of Medicine* that allows them to continue to serve the libraries of the GMR as the NN/LM Library.

Susan asked the group to refer to the *Key Programs 2001-2006* document included in the packet. She briefly outlined the structure of the National Network of Libraries of Medicine and explained that we are at the beginning of a five-year contract. She asked the committee members to keep in mind the 3 specific goals of the GMR.

- To work with libraries in the network to establish connections with health professionals in rural and inner city locations who still do not have adequate access to health information;
- To work with the NN/LM and other organizations to increase public awareness of and access to health information via the Internet, with particular focus on senior citizens, minority populations, and persons of low socioeconomic status; and
- To strengthen network capabilities through collaborations and by working with national support

centers in key areas of need, such as outreach evaluation, training and distance education.

She announced that they will now work with a **Board** rather than an Oversight Committee. She said the Board is smaller than the Oversight Committee had been and she hopes that will make the board more efficient.

She also highlighted the initial emphasis of the **consumer health program**: reaching minorities, senior citizens and low-income populations.

She briefly outlined the Network structure and explained that the GMR will be working to significantly increase the number of **affiliate libraries**. They are particularly looking at increasing the number of public libraries. She stated that an advantage to public libraries that become affiliated members is their ability to then be eligible for some of the sub-contracts available through the NN/LM program. They are also hoping that all of the tribal college libraries in the GMR will become affiliated members.

She also explained that in the past there was one **Outreach Library** per state. In the new contract, any Resource Library willing to take on additional outreach duties is eligible to become an Outreach Library. 18 libraries volunteered.

She also let the group know that all “official” communications of the GMR, including the newsletter, which was formerly the *3 Sources*, are now in electronic format. This is because the emphasis of NLM is totally on electronic communications.

Susan highlighted that a key feature of this contract will be an emphasis on **evaluation**. She stated that they have been doing a good job with evaluation of individual programs and programming and now they now need to look at broader evaluation of the total GMR program and programming. A guideline that will be used across all NNLM programs for evaluation is “Measuring the Difference: Guide to Planning and Evaluating Health Information Outreach,” which was published by the NN/LM Pacific Northwest Region and NLM in 2000. A copy was passed around the table for everyone to see.

Another key feature of this contract is **resource sharing**. The GMR is currently investigating the possibility of document delivery directly to the user through a centralized Prospero server. A pilot project will be funded through a subcontract.

Another key feature is **library connectivity**. Susan stated that most libraries in the region are “adequately” connected; however, to remain “adequately” connected they will need upgrading of technology as well as training for people to utilize the technology.

Outreach was identified as a major focus. The GMR is currently directing their energies towards outreach to “underserved populations.” This includes people living in the region who speak other languages. The group at the table identified a need for materials in the following languages in the next few minutes: Somali, Arabic, Middle Eastern languages, Spanish, and Russian.

CDC: Susan stated that the GMR has proposed several collaborative efforts, including joint funding of Public Health Network Models subcontracts with the CDC.

She concluded her remarks by stating that the GMR has proposed 107 subcontracts and awards

between 2001 and 2006.

Tammy Mays then commented on the *consumer health program*. Tammy stated that the GMR had distributed letters to 150 of the largest public libraries in the region inviting them to become affiliate members. From the 150 letters they received several inquiries and 30 libraries became affiliates. She stated that she is currently available to provide a 4 hour Consumer Health Class. She is hoping to give the class in a “train the trainer” format; thereby, facilitating having librarians available throughout the region to provide these classes.

Stephanie Weldon then commented on the *outreach programs*. She is currently in the process of contacting all of the tribal colleges in the GMR and inviting them to become affiliate members. The group then discussed consumer health issues. Rachel Lindvall talked about training the people in the community who are trusted to find reliable health care information on the Internet. She stated that this would benefit the community as a whole. She stated that her library has the hardware and the connectivity, but what they do not have is the personnel. She stated computerized information made people think they were accessing reliable health information on the Internet by participating in chat groups rather than going to sites like MEDLINEplus for information. Deborah Lewis stated that we need to have Internet sites that use pictures and sound to serve this part of the population. Stephanie stated that this type of educational delivery was being considered by NLM with in MEDLINEplus.

Susan also highlighted *that training programs* are available through the GMR. She encouraged everyone in the group to look at the RFP for the Training Awards. She asked for thoughts on getting people to apply for this award. Sayre stated that they are considering making the award an ongoing award without a single deadline. Chris Shaffer stated that Beth Carlin has taught the Toxnet databases. There was also discussion of having NCBI teach the Molecular Biology databases.

Charge of the Education Committee – Susan Jacobson

Susan referred to the “RAC Education Committee” handout in the packet to explain the charge to this committee. One person wanted to know how long they would be serving on the committee. Susan stated that the committee was appointed for a 5 year term. She also told the group that one of their duties would be to review specific funding requests submitted to the GMR. The first ones to be reviewed are the ones sent to all of the committee members in July. This year we would be reviewing one Professional Development Award proposal and one Health Information Outreach Subcontract proposal. During the year we should have the opportunity to review some Training Award proposals.

Susan also said this committee would collaborate with the other GMR Committees. The Resource Sharing Committee, the Communications Committee, the Consumer Health Committee and the Technology Committee. The committee will also collaborate with the RAC Board to assist with the evaluation of effectiveness of GMR programs.

Review of NLM and GMR Training Programs – Stephanie Weldon

Stephanie referred to the Classes sheet included in the packets. The “Classes” sheet lists classes that have been done in the past. Susan said we could do other classes as well and to keep in mind the NLM direction to include instruction on PubMed, ClinicalTrials.gov, and MEDLINEplus. Chris let us know that it was just announced that CME is available through NLM for 1, 2 and 4 hour CME

training classes. Someone asked if anyone in the GMR was teaching ClinicalTrials.gov. Susan stated that it was being incorporated into other classes. She also stated that there is a video that can be borrowed from the GMR on ClinicalTrials.gov. Other question addresses preferred methods of class delivery. Susan said that utilizing technology for delivery of classes would be appropriate. She stated that this would allow the “trainers” to reach a broader audience. Barb identified the IVN (Interactive Video Network) that is available to use in ND. Chris stated that Iowa has a similar network. The group was sure there were similar networks in each of the states. Barb said she has taught over IVN and prefers that format of delivery over satellite. The group agreed that any system that provided 2-way communication was preferable over a system that has only 1 way communication.

Brainstorming - Everyone

The group began to brainstorm ideas for the committee.

- They discussed recruitment of members. Rachel stated that the Tribal College Librarians had visited NLM during their meeting this last summer. She suggested that attending the summer training session of this group would be a good way to recruit them as affiliate members.
- They discussed multi-cultural needs. Kay Wagner stated that she had attended a “Libraries of the Future” meeting sponsored by the Bush Foundation. She said she they might have some information that we could utilize for “needs assessment” in the states of ND, SD, and MN.
- Rachel reminded the group that we have to remember that “connectivity” within the home cannot be assumed for minority groups. She gave the example that 75-80% of households on the reservations do not have a telephone in the household. Deborah suggested that Health kiosks might be something we want to investigate for minorities. It was suggested that these could be placed in a variety of places. Possible churches, Wal-Mart, Beauty Shops.
- It was also suggested that we be careful not to give something to minority groups and then take it away.
- Rachel reminded the group that we also have to remember that it takes “personnel” to help people learn to use the computer. She told the story of the older gentleman in her library who received a “fatal error” and was then afraid to be near the computer.
- It was suggested that there could be a panel discussion at state library meetings on health information outreach to special populations.
- Jean reminded the group that NLM is not funding paper, so everything has to be done electronically.
- Deborah stated that electronic delivery implies Internet availability. She would like to know the level of access in the “special groups” that are being targeted during the contract period.
- It was stated that we need to teach “quality” of information to those who DO have access.
- Deborah stated that AIMIA will be having a 2 day training session on Medical Informatics for consumers following there meeting this fall.

Discussion of Training Award – Jean Sayre

Jean asked everyone to refer to the RFP for the Training award included in each packet. She announced that there were no applications for this award. The award is a new one that has not been previously available within the GMR. Jean and Susan stated that they (the GMR) are considering making this an open application with no annual ending date. Jean reminded the committee that this award would be reviewed by the Education Committee.

Review of Proposals – Jean Sayre

The group referred to the award proposals that each member had with them to discuss the final review of each. The committee is responsible for review of the Health Information Outreach Subcontract Proposals and the GMR Professional Development Award. There was one application for each of these awards. The group discussed the merits and weaknesses of each award and made suggestions that will be discussed with the applicants. The group approved each of the applications for funding.

Goals for the Committee – Next Steps – Barb Knight and Jean Sayre

The group discussed 5 possible next steps and began discussion of what they could do to facilitate each.

The five steps follow:

1. Identify interactive video networks in each state.

The group agreed to identify the network that exists in each state along with:

- the contact person,
- the cost to utilize the network, and
- the target audience of the network.

The committee members will find this information and set it to the RACED listserv by October 1, 2001.

Indiana – Deborah, Kentucky – Chris (Bet Ison), Wisconsin – Kay, South Dakota – Rachel, Illinois – Rhona, North Dakota and Iowa – Barb, and Michigan – Stephanie (Mike Simmons).

2. Panel discussion at state organizations on “ideas and experience on doing outreach.”

The group began to discuss when and where the public librarians and the health sciences librarians in each state would be meeting in the coming year and where program planning might be open. Kay reminded the group that MPLA (the Mountain Plains Library Association) would be meeting in the Dakotas in the next 2 years.

The group also thought it would be a good idea to have this panel discussion at the Midwest Chapter of MLA. They would like to have Angela Ruffin and possibly Alexa from the NLM on this panel.

The group agreed that they would like one librarian who had done outreach to be on the panel and a staff person from the GMR.

Susan pointed out that this will be a large scale project and that we could do some of these projects over the 5 year contract period. The group agreed that it would be appropriate to target a couple of meetings a year.

The group tabled this discussion for the future.

3. Recruiting of affiliate libraries.

The group agreed that the members of the group should assist the RML staff with recruitment of affiliate members whenever possible.

The agreed that they could talk about affiliate membership and encourage conference attendees to visit the GMR booth and sign up for membership when attending meetings where the GMR is exhibiting.

Rachel will ask to have a person on the GMR staff attend the Tribal Colleges Librarians meeting next summer in Bozeman, MT.

4. Needs Assessment - Identification of multicultural centers within the GMR.

The group agreed that it would be useful to begin a needs assessment of the underserved populations in the region by gathering the demographic data.

They have agreed to each begin working on a list of centers that serve specific populations along with the contact person for the center. They determined that a partial list of places to identify would include the following categories:

- Identify specific cultural groups and underserved populations within the GMR:
 - some of these may be served by Nurse Practitioners and PAs.
 - some may be served by faith based groups.
 - Extension services may have identified.
 - Public Health offices may have identified.
 - Rural Health clinical may be helpful.
- Rural low income groups:
 - Homeless shelters (Deb stated that Lilly supports several in Indiana)
 - Senior centers

5. Training sessions on how to utilize available healthcare information.

And those which serve specific cultural groups.

The group also will be considering questions they might want to ask of these people to assist in the determination of their health information needs.

Minutes recorded by Barbara Knight and Jean Sayre

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RAC Resource Sharing Committee Meeting September 10, 2001

Hyatt at University Village
Garibaldi Terrace

In Attendance: Ginger Saha - Chair, Clare Leibfarth - State of Ohio Representative, Tammy Mays - Consumer Health Coordinator, Stephanie Weldon - Communications Coordinator, Cecilia Boone - Library System Representative, Collete Mak - OCLC Representative, Roni Greenberg - Public Library Representative, Lila Peterson - Resource Library Directors Representative, Jean Sayre - Associate Director, Susan Jacobson - Director, Charniel McDaniels - Network Coordinator, ex-officio.

Felicia Young - State of Indiana Representative, joined the discussion via speakerphone.

Introductions - Ginger Saha

Committee members introduced themselves in a round robin manner stating their names and designation to the committee.

Key Programs - Susan Jacobson

The addition of Targeted Populations has become a contractual focus. 17 of the 33 tribal colleges are in our region and several historically black colleges. Our Communication Coordinator has assumed the role of Outreach Coordinator to targeted populations to accommodate this initiative.

The Regional Advisory Council has been restructured to accommodate the new initiatives. There is no longer a Consortia Local Group committee in the new contract period. The Resource Sharing, Technology and Education Committees were retained. A Consumer Health RAC and Communication RAC have been added as well as a RAC Board. The Board is a compilation of all the RAC Chairs.

The GMR now has 30 Resource Libraries, 18 of which are also Outreach Libraries. Our ten state region is divided into five two-state service areas with one coordinator assigned to each. Network members exceed 900 including 530 DOCLINE libraries and 400 affiliates. There will be an emphasis in this contract on attracting new members to the network. The GMR staff would assist identifying these libraries, and tips on how to attract those we may not be familiar with.

Our newsletter has become an electronic only publication in this contract. It has earned the title E-Sources. We could use pointers on how to get people to read it, now that it is no longer in a print format. The GMR would like to see the RS Committee send a request for articles for Resource Sharing as issues present themselves. The website now has a online avenue that provides this

function: <http://nnlm.gov/gmr/newsletter/submissions.html>.

The committee has suggested that they would like to see articles like:

- How I negotiated my license agreement?
- I recently instituted an electronic journal collection!
- I just installed Ariel, You can too!

The RS committee also suggested that a focus group at Midwest Chapter would provide a means to collect information in the area of resource sharing. They suggested that the GMR office attempt to schedule a slot of time during the next Midwest Chapter meeting.

Evaluation has become a new focus in this contract. We need to examine a means to evaluate or programs. How do we build such a mechanism? The GMR is in the midst of planning a workshop lead by Catherine Burrows. Catherine wrote the manual that, we now use to plan outreach projects. The staff of South Central Region as participants in daylong workshop will join the staff of the Greater Midwest Region.

In the previous contract the big issue was connectivity, we are now concerned with how adequate those connections may be. We are asking the Resource Sharing Committee to consider how can we use technology to improve the resource sharing in the network. Can we provide electronic to electronic access with the present status of license agreements? What is the best way to deliver electronic resources?

There was additional discussion on the state of resource sharing in the Greater Midwest Region. The committee felt that this was an item that could be added to State Profiles, an idea conceived by the Communications Committee. Fact gathering like "Who is using Ariel?", "Who is using Iliad?", "Who is making use of EFTS?", could become elements of this project.

RAC Structure, Committees, and Roles - Jean Sayre

The Resource Sharing committee is charged with monitoring and identifying new development in resource sharing on state, regional and national levels. Provide guidance and recommendations to the GMR office in devising and implementing regional policies. Work closely with state association representatives to determine resource sharing needs within the GMR. The committee will edit the Document Delivery Manual, write article for the GMR newsletter, assist the Education Committee with to design regional educational programs, review proposals and make recommendations for awards.

Jean goes on to explain that the statement describing the committees charge is a guide. If the committee finds that there are other avenues that will satisfy the meaning of the statement that the GMR office will consider it. She reminds the committee that the contract stresses our commitment to address the barriers that hamper resource sharing electronically. She informs them that the committee should be looking at the issues of intellectual property, licensing agreements and copyright.

Report from OCLC - Collette Mak

There are plans to produce a web interface for Union Lists. OCLC, at the request of its users has a

report complete that will provide cataloging examples of e-serials. Direct consortia borrowing has begun. It is now free to join the group address book (GAC). The NLM/OCLC pilot project has progressed. OCLC is ready to exchange data with NLM to support efforts to replace batch updating. OCLC will be ready to accept batch updates on July 1, 2001.

News from NLM on batch updating - Charniel McDaniels

Batch Update capabilities will not be available with release 1.3. DOCLINE Release 1.3, will be released at the end of September. Two new fields for Batch Updating will be added: 1) Batch Update Authorization and 2) Batch Update Authorization Date. Batch Update Authorization will have a default value of "No Authorization Given". The Batch Update Authorization Date has a default value of "January 01, 2001". The ability to perform a batch update will not be included.

However, libraries can update the new Batch Update Authorization field if they plan to use Batch Update in the future. The drop down list for this field includes "No authorization given", "NLM is authorized to send a copy of my library's holdings to OCLC", "NLM is authorized to update SERHOLD for my library using holdings from OCLC", "NLM is authorized to update SERHOLD for my library using holdings provided in MARC21 format". When a library changes the batch update authorization, the Batch Update Authorization Date automatically changes. The user cannot see a history of past authorizations; however, NLM will be able to access that data if necessary.

1. Status of OCLC to SERHOLD Batch Update Programming
NLM received test data for one library in June. We asked OCLC to send us additional test data, which should be received in mid-September.
2. Status of SERHOLD to OCLC Batch Update Programming
NLM provided test data to OCLC a few months ago. At the end of August, they asked for additional test data, which we provided to them. NLM is in the process of creating a special "library group" delimited union list product that will be available to OCLC on a quarterly basis. Any library that selects "NLM is authorized to send a copy of my library's holdings to OCLC" will be part of this library group. They will need to test further with OCLC and then they will work with the 9 test libraries that they have identified in Regions 3 and 6.
3. Status of MARC21 Output of holdings for an individual library
4. Status of MARC21 Output of holdings for Union List Products
5. Status of MARC21 Batch Update

The specifications for 3-5 have been provided to the programmers. They have not yet started this programming.

Beth Carlin, Education Coordinator joined us.

Recent Trends in Resource Sharing

LinkOut - is a new endeavor from the National Center of Biotechnology Institute (NCBI). A library can give its patrons to access the full-text of an article, inside the PubMed system. Libraries obtain an account from NCBI. They enter their electronic holdings, submit a URL for their institutional icon and fill-out some contact information. When a patron uses PubMed from an institutionally unique URL, they are able to view an article in its full-text. For further information on the service see <http://nnlm.gov/libinfo/ejournals/linkout/>.

OhioLink - Ohio Libraries participate in a statewide initiative for access to library services including electronic journals. In this case anyone in Ohio would have access to these titles in full-text. For further information on this program see <http://www.ohiolink.edu/about/what-is-ol.html>.

Cubby - is a feature of PubMed that allows a user to tailor his research space. He can set special limits and save his searches. The next time he enters the Cubby the space he's created will be they're waiting for him along with any saved searches. Now with the addition of LinkOut he can also choose which institutional icons he would like to view on an abstract see http://www.nlm.nih.gov/pubs/techbull/so00/so00_cubby.html

FreeShare - is a nation-wide consortium that is based on reciprocal borrowing. If a library belongs to this group they are expected to both lend and borrow for free. There were over 500 libraries that belonged to this group at last glance. To join FreeShare or any library group a library must contact their DOCLINE Coordinator. For further information on this service see <http://nnlm.gov/libinfo/docline/freeshare.html>.

Ariel - is from the Research Libraries Group. It is software that allows documents to be sent quickly over the Internet. Reproduction quality is excellent and there is the advantage of desktop delivery. It's all you need to turn your PC, printer, and scanner into a state-of-the-art document transmission station. <http://www.rlg.org/ariel/>.

Prospero - software that allows one to access an Ariel file from a web server. This would mean that the library that receives the transmission would not need to sustain the expense of the Ariel system and still benefit from its use. If you would like more details, see <http://bones.med.ohio-state.edu/prospero/>.

Enhancement Review - The committee reviewed a proposal to build an electronic document delivery model. Eric Schell of Ohio State University submitted the proposal. The model uses Prospero as the delivery medium to select Ohio hospital libraries. They in turn will be able to extend their library services to their patron base. The committee members were sent the proposal prior to the meeting. They reviewed the document as a group. The questions from this process were submitted to Eric to use as a guide before submitting his proposal to the National Library of Medicine. The committee would recommend this project being adopted. The committee would like Eric Schnell to address its questions and submit this proposal to the National Library of Medicine.

The next meeting will be a teleconference in the spring. The date and agenda will be discussed over the list.

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RAC Communications Committee Meeting September 6, 2001

Hyatt at University Village
8:00 - 3:00
September 6, 2001

RAC Committee in attendance: Michael Simmons, Chair; Hope Barton, Iowa State Representative; Susan Kroll, Resource Library Representative; Judith Rieke, North Dakota State Representative; and Janet Stith, Outreach Library Representative.

GMR staff in attendance: Jean Sayre, Stephanie Weldon, Chris Shaffer, Tammy Mays, and Charniel McDaniels.

The minutes of the meeting reflect ideas and suggestions offered by the committee to make the GMR more effective in accomplishing the goals as outlined in the [Regional Program](#).

Request for Proposals (subcontracts and awards) Suggestions

Encourage collaboration between institutions on subcontracts. Multiple institutions working together to accomplish a subcontracts mission.

State Profiles

Suggestion that the Committee help expand the focus of the [directory of libraries by state](#) in the GMR Web site. Will work with other RAC Committees to accomplish the state profiles.

- At state meetings distribute a short questionnaire in the packet asking where librarians go for health information, what listservs they use etc. Provide feedback on the Web site.
- State health science associations - complete list by state.
- State health profession newsletters - complete list by state.
- Electronic initiatives by state. i.e. Illinet.
- Training - cross training - even across state lines. Which institutions offer training and types of training?

Public Libraries by State

Where do public librarians go within their state for health information? The GMR state reps should join the various listservs for public librarians.

- Wisconsin does not go to the state library, as it is a historical society.

- Ohio goes to the state library.
- Kentucky public librarians go to the Kentucky Virtual Library.

What listservs do they use?

Iowa would prefer targeted emails within their listservs - don't want to join another list.

The GMR should make use of the [LibQual](#) project undertaken by the Association of Research Libraries. This joint survey tool defines and measures library service quality across institutions and creates useful quality-assessment tools for local planning.

Outreach

- Along with the other RAC committees, develop content for health newsletters within the various states. Customize the content for the state.
- Stay longer at state library meetings to network and promote the affiliate member program.
- Suggestion that non-libraries could also be affiliate members: Ohiolink, Kentucky Virtual Library, Michigan Electronic Library, patient libraries, community health information libraries.

Public Library Outreach

- GMR Outreach libraries can help us reach state public libraries.
- Evaluate mailing to public libraries.
- Follow-up: send the revised survey out again emphasizing importance.
- Customize outreach by state. i.e. public libraries lost funding in Ohio.
- Promote affiliate membership to librarians when exhibiting - then follow up with letter to library director and cc librarian contact made while exhibiting.

Letter to Public Libraries

- Wording -- "The public is requesting health information by This site will enhance your services to the public..."
- Known state librarian to be co-signer of letter to give point of reference.
- Benefits: listed in MEDLINEplus if library has consumer health Web site.
- After exhibiting at public library association meeting send letters to contacts asking them to become affiliate members.

Other Populations for Outreach

- Insurance companies.
- Large hospital populations.
- Tribal Colleges: When providing outreach to tribal college librarians - note databases that are available and emphasize full text databases.

NN/LM Web Pages

Communications Group would like to evaluate new Web pages.

E Sources

- Great Members - Public librarians doing consumer health work.
- Great States - More bullets less wording so easier to read.
- Create a link noting updates to the GMR web page.
- Article Ideas: Electronic initiatives, publicize success stories.

NN/LM Main Page

- Put a link on the web page for public librarians or redesign NN/LM page to make it more understandable for the general public.

GMR

- Quick guide to search tools - needs to be revamped.

Promotional Items

Promotion to Physicians

- Special promotion: Mouse pads - t-shirt - hats.
- Stickers with MEDLINEplus or PubMed to put on computer.
- Keyboard strips.
- Plastic paperclips with PubMed.
- PubMed Coasters.
- Post it notes or notepads with PubMed.

Promotional Materials for Regional Members

Too costly to give away items to libraries throughout the region. Grant awardees should include promotional materials as a budget item.

NLM could be more supportive if they had a store available on the web like [ALA does](#).

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